(b) and (c) In view of (a) above, question does not raise.

**Migration Package for Private Basic and Cellular Operators**

686. SHRI NILOTPAL BASU:
SHRI DIPANKAR MUKHERJEE:

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that the migration package for private basic and cellular operators from licence-fee regime to the NTP '99 regime of revenue sharing is under way;

(b) if so, how many operators have withdrawn litigations till date and the details thereof; and

(c) if not, the justification for not withdrawing the migration offer to defaulting companies?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR) : (a) Yes, Sir.

(b) In terms of the migration package, ten Operators of Basic and Cellular Services have withdrawn court cases and court cases by three operators are still pending as per details given below:

Court cases withdrawn:

| | | |
|---|---|---|
| Basic Service | 4 operators | 4 court cases |
| Cellular Service | 6 operators | 9 court cases |
| Total | 10 | 13 |

Court cases pending:

| | | |
|---|---|---|
| Basic Service | Nil | Nil |
| Cellular Service | 3 operators | 8 court cases |
| Total | 3 operators | 8 court cases |

(c) In respect of two cellular operators court cases are in respect of terminated cellular licenses or where implementation of migration package is not progressing. In case of remaining one operator, the fulfillment of all terms and conditions of the migration package

including withdrawal of court cases for each licence will be ensured before amending the respective licenses.

**Profit earned by MTNL and VSNL**

687. SHRI BHAGABAN MAJHI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Mahanagar Telephone Nigam Ltd. (MTNL) and the Videsh Sanchar Nigam Ltd. (VSNL) have earned profit in 1998-99;

(b) if so, the details thereof;

(c) whether there is a need to improve the customer service by MTNL and VSNL; and

(d) if so, the steps taken by Government in that direction?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR) : (a) Yes, Sir. Both MTNL and VSNL have earned profit in 1998-99.

(b) Profit earned by MTNL and VSNL during 1998-99 is Rs. 1,889.86 crores and Rs. 1,325 crores respectively.

(c) Yes, Sir.

(d) The following steps have been/are being taken by MTNL and VSNL to improve the customer services:

MTNL

— All electromechanical exchanges have been replaced by state-of-the-art electronic exchanges.

— Customer Services Management System, which provides a single window service to customers, have already been introduced in all areas.

— Help line service as a follow-up of special drive for quick repair of telephone remaining faulty beyond 48 hours.

— Most of the exchange FRS has been computerised.

— As a customer friendly step, MTNL has reduced the registration charges of N-OYT telephone connection from Rs. 3,000/- to Rs. 1,500/- upto November, 1999.